

WEEK IN REVIEW

A publication of the City Manager's Office

Council Meeting

November 12 - [City Council Meeting Agendas](#)

Looking Ahead

Monday, November 11:
VETERANS DAY - City offices,
WinTran and courts closed

Wednesday, November 13:
Board of Zoning Appeals

Monday, November 18: Parks &
Recreation Advisory Board
Special Meeting (closed)

Tuesday, November 19:
Economic Development
Authority; Planning Commission
meetings

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The Winchester Fire and Rescue Department celebrated the new aerial ladder truck's first day in service with a "wash-in" ceremony at Rouss Volunteer Fire Company. The truck is the first piece of apparatus purchased by the City.

City Manager's Takeaways

Forbes has named the Winchester metro area as the #1 small place in Virginia and #9 in the U.S. for business and careers (2018: #1 in VA, #11 in U.S. and 2017: #1 in VA, #13 in U.S.)

The third annual Color with a Cop was held on Tuesday, November 5 and was well attended.

November is Adoption Awareness Month. Foster parents and those interested in adoption are needed locally (city currently has 56 children in foster care). [More Info.](#)



Public Safety

Winchester Police

- Attended Budget Kickoff meeting.
- Hosted the third annual Color with a Cop event.
- Attended Emergency Medical Dispatch certification course.
- Conducted fall firearms recertifications.
- Conducted site surveys of City polling locations.
- Received delivery of Blue Line Bears donation in honor of Officer Hunter Edwards.
- Completed various promotions associated with Trunk or Treat and Halloween events.
- Secured Battlefield Half Marathon.
- Attended Crisis Intervention Team training.
- Attended Drug Court meeting.
- Attended Smart Solutions grand opening event.
- Attended Quad State intel meeting, heroin coalition meeting, and Frederick County Sheriff's Office intel meeting.
- Attended Valley Health Workplace Violence Conference.
- Crime stats:
 - Crimes against persons (felony) - 2
 - Crimes against persons (misdemeanor) - 14
 - Burglaries (residential) - 2
 - Burglaries (commercial) - 0
 - Property crimes: 25

Winchester Fire and Rescue

- Received 30 applications for the part-time Resource and Logistics Specialist position.
- Held Driver Aerial class in preparation for state final exam.
- Attended the Risk and Safety committee meeting for City
- Conducted CPR Instructor Verification for one personnel.
- Completed final training for the new Ladder truck and held a wash-in ceremony to place the new truck into service.
- Assisted with the volunteer EMS Academy.
- Attended the EMS Symposium in Norfolk, VA.
- Attended Community Outreach meeting with Shenandoah University.
- Attended the Local Emergency Planning Committee meeting.
- Received the Life Saving Award and a Unit Citation at the Valor Award Ceremony.
- Attended annual Fall Firearms Qualification with WPD.

Police Activity	#
Calls for Service	870
Crash Reports	14
DUI/DWI	2
Alarms/False Alarms	35/35
Directed Patrols	58
Directed Patrols (OTW)	6
Extra Patrols	183
Extra Patrols (OTW)	3
Traffic Citations	40
Traffic Warnings	40
Parking Tickets	-
Special Events	1/1
Permits Received/ Approved	72 rec'd YTD

Fire Activity	Fire Activity
Fire	0
Overpressure	0
EMS/Rescue	94
Hazardous Cond.	3
Service Call	5
Mutual Aid Given	3
Good Intent	11
False Alarms	7
Special Incident	0
Plan Review	2
Inspections	7
Reinspections	11

- Worked on a Community Risk Assessment planning process.
- Started Winchester Public Schools annual fire inspections.

Emergency Management

- Provided the command bus and radio cache for the Battlefield Half Marathon with Winchester and Frederick County public safety partners.
- Hosted the Northern Valley Emergency Preparedness Team meeting with partners from VDEM and Region 2.
- Attended VDEM Planning software training.
- Met with the Risk and Safety Committee team.
- Met with Local Emergency Planning Commission members at the Frederick County Public Safety Center.
- Attended Safety and Security recommendation report meeting.
- Held disaster support discussion with Team Rubicon volunteer organization.
- Held Mass Care discussion with Social Services.

Development Services

Economic and Workforce Development

- Attended the annual Old Town Advancement Commission retreat.
- Held mid-month meetings with Economic Development Authority officers.
- Participated in Tech Coalition leadership meeting.
- Toured Winchester Rescue Mission.
- Was a guest speaker for Shenandoah University Entrepreneurship Business Class.
- Connected Shenandoah University to the Port of Virginia to discuss student tour opportunities.
- Continued working on Business Retention/Expansion survey.
- Conducted one Business Retention/Expansion meeting with a Winchester business.

Arts and Vitality & Old Town

- Held first meeting of Events Task Force.
- Facilitated annual Old Town Advancement Commission (OTAC) board retreat and November general business meeting. Held follow-up meeting to analyze data from retreat and begin project planning for 2020.
- Met with representatives from SVDM to scout and discuss possible locations for summer 2020 proposed mural project.
- Finalized design for Holly Jolly Celebration flyer.
- Met with local musicians to discuss ideas and implementation strategies for a Local Music Series for 2020.
- Began applicant review for Holiday Market.
- Assisted 16 tourists and 10 locals at the Welcome Center.
- Held phone meeting with Traipse app developer to discuss current status.
- Facilitated 2 Taylor Pavilion applications.

Planning

- Planning Director chaired the November 5 Metropolitan Planning Organization TAC meeting. Reviewed current studies and voted to recommend shifting work program funds already budgeted so that the Millwood Avenue/Mall Boulevard study to commence this year.
- Continued Comprehensive Plan update. Review of Chapter 5 (Environmental Sustainability) rescheduled for discussion at November 19 Planning Commission meeting.
- Staffed the November 5 Planning Commission work session and reviewed the agenda for the November 12 regular meeting. Two public hearings include a Conditional Use Permit for O'Reilly Auto Parts on Cedar Creek Grade and a site plan EPICC Lofts. Staff also presented an overview of the Telecommunication Facilities Zoning Text Amendment (ZTA). The Commission will consider a resolution at the November 19 meeting to initiate a ZTA that would be subject of a Planning Commission public hearing in December in advance of consideration by City Council in January 2020. A presentation will be made to City Council at the November 26 Council work session.
- Staffed the November 7 BAR meeting.
- Met with engineers and surveyors working for private property owners and developers regarding private development projects.

Winchester/Frederick County Tourism

- Held weekly marketing vendor phone call and discussed stakeholder surveys/interviews and presenting at the November Tourism Board meeting.
- Attended a Winchester Wings & Wheels kick-off meeting for the 2020 event. Date is set for Saturday, June 13. Discussion included funding, new components like an aerial display, rides and vintage aircraft, and parking.
- Assisted Front Royal Tourism throughout the week in finding local speakers for an upcoming Spotted Lanternfly educational presentation.
- Assisted a filmmaker in finding a shooting location for an upcoming film.
- Attended the monthly Shenandoah Valley Tourism Partnership meeting. Discussion included strategic planning, advocacy at the state level, and FY21 budget planning.
- Attended a Tourism Board Marketing Committee meeting.

Zoning and Inspections

- Completed:
 - 69 building permit inspections and issued 199 building/trades permits (\$185,869 valuation)
 - 166 code enforcement inspections and initiated 44 new cases
 - 1 new business review (0 business, 1 home business)
- Removed 0 signs from the public right of way (YTD=317).

Permit #	Type	Address	Description	Value
	PLBG	VARIOUS	181 EXPANSION TANKS	\$200 EA
19 00003838	BLDG	126 MONTAGUE AVE	UNDER GROUND TANK REMOVAL	\$2,000
19 00003694	ELEC	353 E PICCADILLY ST	REMODEL	\$544
19 00002181	ELEC	426 W CLIFFORD ST	REMODEL	\$12,000
19 00003835	NGAS	691 NATIONAL AVE	REPLACE FURNACE	\$1,800
19 00003725	ELEC	303 FAIRMONT AVE	UG SVC UPGRADE	\$1,000
19 00003482	SIGN	128 N LOUDOUN ST	3 SIGNS	\$500
19 00003807	SIGN	1850 APPLE BLOSSOM DR F-121	BUILDING MOUNTED SIGNS	\$5,625
19 00003715	BLDG	206 WALKER ST	NEW EGRESS WINDOW	\$3,700
19 00003717	DECK	504 MILLER ST	REBUILD EXISTING DECK	\$7,500
19 00003812	PLBG	1009 ARMISTEAD ST	LAWN IRRIGATION	\$750
19 00003707	FEXT	2420 2580 S PLEASANT VALLEY RD	ALT TO SUPPRESSION SYSTEM	\$1,500
19 00003815	ELEC	422 MILLWOOD AVE	SW, LTS, RECEPTS	\$1,700
19 00003210	PLBG	100 N LOUDOUN ST	NEW FIXTURES	\$4,500
19 00003210	MECH	100 N LOUDOUN ST	RENOVATE HVAC SYSTEM	\$3,500
19 00003210	NRRM	100 N LOUDOUN ST	PHASE 3 - BASEMENT	\$24,655
19 00003723	NRRM	608 MILLWOOD AVE	RENOVATE (2) BATHROOMS	\$7,500
19 00003209	NRRM	100 N LOUDOUN ST	PHASE 2 - OFFICE EAST	\$48,395
19 00003814	ELEC	186 N LOUDOUN ST	TEMP O/H SERVICE	\$3,000
19 00002750	MECH	29 WEEMS LN	ADD 4 EXHAUST FANS	\$4,500
19 00003209	MECH	100 N LOUDOUN ST	RENOVATE HVAC SYSTEM	\$4,000
19 00003209	PLBG	100 N LOUDOUN ST	NEW FIXTURES	\$2,000
19 00003813	ELEC	515 BELLVIEW AVE	SCREENED PORCH	\$400
19 00003834	BLDG	139 MONTAGUE AVE	FOUNDATION REPAIR & DRAIN TILE	\$1,500
19 00004018	BLDG	1301 CAROLINE ST	ENCLOSE EXISTING CARPORT	\$1,500
19 00004023	MECH	140 LAMBDEN AVE	REPLACING FIREPLACE	\$3,800
19 00004023	NGAS	140 LAMBDEN AVE	REPLACING FIREPLACE LOGS VENT	\$150
19 00004025	NGAS	536 JEFFERSON ST	TEMPORARY HEAT	\$1,000
19 00003630	FSUP	329 N CAMERON ST	ALT TO WET SYSTEM	\$1,720
Total: 199				\$185,869

Public Services

- Completed repaving of Bridgeforth Drive in Jim Barnett Park.
- Opened construction bids for two projects - Wentworth Drive improvements and the new trails at the Museum of the Shenandoah Valley.
- Attended the technical advisory committee (TAC) meeting of the Metropolitan Planning Organization where the TAC recommended that the Policy Board approve budget transfers to fully fund the preliminary engineering of improvements on Millwood Avenue between Mall Boulevard and Apple Blossom Drive.
- Met with Handley Library and the contractor to discuss the HVAC system replacement that will move forward if City Council approves the supplemental appropriation at their regular meeting on November 26.
- Held a monthly meeting with VDOT to review all of the City projects using VDOT funding.
- Installed new drainage pipe in the Cameron/Piccadilly intersection as a part of the first phase of the N. Cameron drainage improvements project. The drainage pipe installation will now continue north on Cameron Street to Clark Street.

Utility Capital Improvement Projects (7/1/18-present)

Measure	Past Week	Project Totals
Water mains replaced (linear feet)	532	6,168
Water service lines replaced (number)	0	365
Water meters replaced (number)	151	2,363
Sanitary sewer mains replaced/lined (linear feet)	168	5,675
Sanitary sewer laterals replaced (number)	0	100
Sanitary manholes replaced (number)	1	40
Sidewalks replaced (linear feet)	928	29,319
Sidewalks repaired (linear feet)	8,299	113,776

Division	Activity	Past Week	2019 Year-to-Date Totals	Measurement
Streets	Streets repaved	1.44	11.45	Lane miles
	Potholes repaired	0	192	#
	Mowing	7.73	373.25	Acres
	Miles of streets swept	37	2,318.23	Miles
	Tons of leaves hauled	0	32.81	Tons

Division	Activity	Past Week	2019 Year-to-Date Totals	Measurement
Trees	Dead/diseased trees removed	5	191	#
	Trees trimmed	5	477	#
	Stumps removed	5	204	#
Traffic	Street signs Installed/replaced	12	345	#
	Pavement markings repainted (City)	0	10,318	Linear feet
	Pavement markings repainted (contractor)	296	586,757	Linear feet
Refuse & Recycling	Refuse collected	118.09	5,561.93	Tons
	Recycling collected	54.51	2,111.38	Tons
	Large item pickups	1	183	#
Transit	Total passengers	2,845	117,840	#
	Revenue miles pick up/drop off	3,947	166,857	Miles
	Revenue hours pick up/drop off	375.23	15,352.06	Hours
Utility billing	Payments processed	1,731	61,943	#
	New bills mailed out	0	62,165	#
	Water services turned off (non-payment)	25	466	#
Water treatment plant	Average daily water demand	5.53	6.24	Million gallons/
	Peak daily water demand	5.99	7.74	day
Wastewater treatment plant	Average daily flow treated	7.58	8.22	Million gallons/
	Peak daily flow treated	9.19	20.04	day
Water distribution and wastewater collection	Water main breaks repaired	0	13	#
	Water meters read	1,003	64,702	#
	Fire hydrants flushed	0	1,315	#
	Sewer mains cleaned	686	121,604	Linear feet
	After-hours call outs	4	314	#
Engineering	Site plans reviewed	3	109	#
	Floodplain permits issued	0	104	#
	Utility as-builts reviewed	0	10	#
	Right-of-way permits issued	1	200	#
	Land disturbance permits issued	0	12	#
	Stormwater facility inspections	51	162	#
	Erosion and sediment control inspections	27	1,806	#
	Erosion and sediment notices to comply	0	21	#
Facilities Maintenance	Work requests completed	21	908	#
	Special events assistance	0	45	#
	Maintenance of pedestrian mall	36	1,458	Staff hours
Equipment maintenance	Total repairs completed	67	3,518	#

Division	Activity	Past Week	2019 Year-to-Date Totals	Measurement
Winchester Parking Authority	Work requests completed	8	341	#
	Special events - assistance provided	0	14	#
	Vandalism or property damage issues	0	22	#
	New monthly rentals	6	241	#
	Monthly rental cancellations	3	135	#
	Total monthly leases in all autoparks	+3	1,152	#
	Available monthly spaces in all autoparks	-3	260	#
	Hourly parkers (all four garages)	2,664	129,424	#
	Park-Mobile transactions	747	31,610	#
	Meter violations	113	8,686	#

Social Services

- Received 113 Benefit Program applications: 27 SNAP, 48 Medicaid, 4 TANF, 1 VIEW, 3 Child Care, 0 Auxiliary Grant, 1 General Relief-Burial, 30 Home Energy Assistance Program
- Provided case management to: 3,677 Medicaid cases, 1,521 SNAP cases, 64 TANF cases, 21 Auxiliary Grant cases, 57 individuals receive VIEW services, 56 families/81 children receive Child Care Subsidy Assistance
- Renovations to increase office space are scheduled to conclude by November 15, 2019.
- The Benefit Programs Team modified its business processes to provide increased customer service support to clients by carving out a dedicated position to provide same day service to Expedited SNAP, Pregnancy Medicaid, answer general questions and process changes. No staff were added to make this business process change.
- The Benefit Programs Team is implementing substantial eligibility processing changes in both Medicaid and SNAP Programming. The changes are to improve eligibility determination turnaround and payment accuracy.
- Meetings were held with two community-based providers of parent mentoring services to discuss maximizing collaboration and improve family outcomes. Parent mentoring is the highest utilized community-based services paid for by the Children's Services Act.
- November is National Adoption Awareness Month. In FY19, the agency completed (5) five adoptions from foster care. Some of these families will be featured in an upcoming social media campaign.
- The Child Protective Services Team participated in the annual presentation of Hugs and Kiss in each of our elementary schools. Hugs and Kisses is an educational program geared at sexual abuse prevention and reporting.
- The Winchester Children's Services Act program conducted training on the Independent Assessment and Certification and Coordination Team process. The training was attended by case managers of Social Services, Juvenile Justice, Schools and the Community Services Board.

Weekly Activity	#
Clients walk-ins/drop-offs	164/124
Child Protective Service referrals	9
Placed "on notice" for foster care entry by JDRC	7
Children in foster care	54
Entered/exited foster care	0/0
Adoption subsidy cases/adoptions finalized	58/2
Child Protective Service (CPS) case management load	50
Benefit program fraud & overpayment referrals/investigations/recoupment claims	0/1/101
CPS family assessments & investigations of alleged maltreatment	112
Family Service intakes	7
Adult Protective Service referrals	1
Adult services case management load	11
Adult guardianships/cases	2/76
Adult Protective Service investigations/intakes	20/2
Family Services Prevention case management load	5
Uniform Assessment Instrument screenings	2
Interstate Compact on the Placement of Children (ICPC) case management	3

Parks & Recreation

- Attended Shenandoah Valley Tennis Authority meeting.
- Held Girls on the Run meeting for the November race.
- Hosted Veteran's Day Blood Drive (with American Red Cross, Shenandoah University, and Gore's Meats).
- Met with Handley Bicycle Club regarding Bike Trail in Jim Barnett Park.
- Met with vendor regarding replacement of the sand filter in the indoor pool.
- Staff worked on 2020 Winter/Spring Guide and sent to printer.
- Veterans receive free entry to WPRD week of November 8-15 in honor of Veteran's Day. The Veterans Day blood drive was held on November 8.

Communications

- Distributed the November 6 CitE-News issue. [View](#)
- Handled 1 media requests for City information and staff interviews; 1 interview and 3 inquiries for WPD.
- Assisted the WPD with Color with a Cop promotion, set up, and photography; made a recap [video](#).
- [Filmed](#) the Fire Department's Wash-In ceremony of the the City's new aerial ladder truck.
- Filmed eight interviews with Public Services employees for safety training videos.
- Edited the Social Services Realistic Job Preview video.
- Created six Veterans Day social media posts featuring City employees who are serving or have served in the military.
- Promoted the City's Veterans Day schedule.
- Began promoting National Adoption Awareness Month for Social Services. Posting several success stories on social media of local families who have recently adopted.
- Continued working on website redesign.
- Continued designing 2020 informational calendar. Photo contest has ended.
- Continued promoting the 2020 INSIGHT Citizen's Academy. Applications accepted through December 31.
- Took photos of WPD's Teen Citizen Academy.
- Met with Public Services staff and Program Manager to continue planning for refuse/recycling collection recommendations to be presented to Council in the near future.
- Removed the online board vacancy application provided by vendor since switching to a different vendor in January and added a webform on the City's website until a new solution is implemented. Continuing to update the online board information.
- Continued working with Program Manager to prepare for 2020 Census community outreach.

311 Requests Received	#
FOIA	5
New Recycling Bin	1
Missed Trash/Recycling Collection	0
Trash on Property	0
City Tree Issue	0
Traffic Signal Issue	1
Dead Animal in Road	0
Ask a Question	3
Stormwater Drainage Issue	0
Pothole	0
Street Light Out	3
Tall Grass	0
Water/Sewer Service	0
Citibot	0
Total/YTD	13/480

Date	City Press Releases
11/4	New crosswalk signal timings to be tested in hopes of improving pedestrian safety - read
11/6	2019 Veterans Day Schedule - read
	2020 Citizen's Academy provides inside look at City Government - read

Date	WDVM News Stories
11/7	Rouss Volunteer Fire Company celebrates "Wash-in" ceremony - watch

Date	Articles in <i>The Winchester Star</i>
11/2	Voter registrars 'fully prepared' for Election Day on Tuesday
11/4	'You've got our backs': Chamber honors heroes
	Our Views: Vote 'Yes' to elect School Board in City
	Commentary Open Forum: Chance to serve...but not to become politicians
	Winchester grand jury hands up indictments
11/5	Winchester police chief reports that crime rates are low
	Driver accused of fleeing local authorities again
	Changes to traffic signal timing could improve pedestrian safety
11/6	Referendum win means city will have an elected School Board
	Your Views: The city's \$3.1 million investment
	O'Reilly Auto Parts store proposed for Cedar Creek Grade
11/7	Referendum approval its stage for 2020 election
	Gardner bests Helsley in cordial clerk's race
	Guitarist kicks off library's free music series
11/8	Million-dollar fire truck (photo)

Support Services

Innovation & Information Services

- Signed agreement with vendor to begin migration from IBM to Windows platform and OptiView to FileBound.
- Conducted Office 365 eDiscovery content search and export testing.
- Held KnowBe4 license and training module upgrade discussion with vendor.
- Generated Utility Grid maps for grids 129-131.
- Created refuse services area maps/analysis for Public Services. Generated the number of serviced addresses within each voting ward
- Updated ward maps for website. Created overview map and individual ward maps.
- Began the process of developing new datasets that will be used for Emergency Management Dashboard.
- Researched how Public Utilities could use current mobile devices to collect highly accurate GPS data in the field when updating locations of utility features.
- Sent draft of Survey123 application to the Economic Development Authority to review.
- Completed install of George Washington Autopark's new firewall, UPS and switch.
- Completed first half of Creamery Building security switch deployment.
- Finished configuration of new rugged switch for outdoor pool.
- Resolved OpenGov data inconsistencies.

Help Desk Requests	Count	Closed
Account Management	20	22
Applications	26	31
GIS	2	4
Hardware	12	12
Information Only	10	10
Infrastructure	4	10
No Action Required	20	22
Not Assigned	12	0
Procurement/Disposal	1	1
Reporting	0	1
Research	0	1
Total	107	114